

CLAIMS

What is claimed is:

1. A method for processing sales process information, the method comprising:

acquiring the sales process information from at least one of a plurality of information resources;

creating historical information store using said acquired sales process information;

creating rules based on said acquired sales process information in said historical information store; and

generating a sales process from at least a portion of said created rules.

2. The method according to claim 1, further comprising in response to a request to create a sales process, determining whether matching sales process information corresponding to said request is located in said historical information store.

3. The method according to claim 2, further comprising if matching sales process information corresponding to said request is located in said historical information store, utilizing at least a portion of said matching sales process information for said generating of said sales process.

4. The method according to claim 2, further comprising if no matching sales process information corresponding to said request is located in said historical information store, generating new rules corresponding to said request to create said sales process.

5. The method according to claim 4, further comprising dynamically generating said new rules corresponding to said request to create said sales process.

6. The method according to claim 4, further comprising defining sales processing steps corresponding to said generated new rules.

7. The method according to claim 4, further comprising defining at least one of sales processing activities and sales processing steps corresponding to said generated new rules.

8. The method according to claim 7, further comprising selecting said at least one of said sales processing activities and said sales processing steps for said generating of said sales process.

9. The method according to claim 4, further comprising if no matching sales process information corresponding to said request is located in said historical information store, analogizing based on at least similar sales process information,

similar sales processing activities or similar sales processing steps located in said historical information store, in order to generate said sales process.

10. The method according to claim 4, further comprising if no matching sales process information corresponding to said request is located in said historical information store, hypothesizing based on sales process information located in said historical information store, in order to generate said sales process.

11. A machine-readable storage having stored thereon, a computer program having at least one code section for processing sales process information, the at least one code section being executable by a machine for causing the machine to perform steps comprising:

acquiring the sales process information from at least one of a plurality of information resources;

creating a historical information store using said acquired sales process information;

creating rules based on said acquired sales process information in said historical information store; and

generating a sales process from at least a portion of said created rules.

12. The machine-readable storage according to claim 11, further comprising code for determining whether matching sales process information corresponding to said

request is located in said historical information store, in response to a request to create a sales process.

13. The machine-readable storage according to claim 12, further comprising code for utilizing at least a portion of said matching sales process information for said generating of said sales process, if matching sales process information corresponding to said request is located in said historical information store.

14. The machine-readable storage according to claim 12, further comprising code for generating new rules corresponding to said request to create said sales process, if no matching sales process information corresponding to said request is located in said historical information store.

15. The machine-readable storage according to claim 14, further comprising code for dynamically generating said new rules corresponding to said request to create said sales process.

16. The machine-readable storage according to claim 14, further comprising code for defining sales processing steps corresponding to said generated new rules.

17. The machine-readable storage according to claim 14, further comprising code for defining at least one of sales processing activities and sales processing steps corresponding to said generated new rules.

18. The machine-readable storage according to claim 17, further comprising code for selecting said at least one of said sales processing activities and said sales processing steps for said generating of said sales process.

19. The machine-readable storage according to claim 14, further comprising code for analogizing based on at least similar sales process information, similar sales processing activities or similar sales processing steps located in said historical information store, in order to generate said sales process, if no matching sales process information corresponding to said request is located in said historical information store.

20. The machine-readable storage according to claim 14, further comprising code for hypothesizing based on sales process information located in said historical information store, in order to generate said sales process, if no matching sales process information corresponding to said request is located in said historical information store.

21. A system for processing sales process information, the system comprising:

a sales integration engine that acquires the sales process information from at least one of a plurality of information resources;

said sales integration engine creates a historical information store using said acquired sales process information;

said sales integration engine creates rules based on said acquired sales process information in said historical information store; and

said sales integration engine generates a sales process from at least a portion of said created rules.

22. The system according to claim 21, wherein said sales integration engine determines whether matching sales process information corresponding to said request is located in said historical information store in response to a request to create a sales process.

23. The system according to claim 22, wherein said sales integration engine utilizes at least a portion of said matching sales process information for said generating of said sales process if matching sales process information corresponding to said request is located in said historical information store.

24. The system according to claim 22, wherein said sales integration engine generates new rules corresponding to said request to create said sales process if no

matching sales process information corresponding to said request is located in said historical information store.

25. The system according to claim 24, wherein said sales integration engine dynamically generates said new rules corresponding to said request to create said sales process.

26. The system according to claim 24, wherein said sales integration engine defines sales processing steps corresponding to said generated new rules.

27. The system according to claim 24, wherein said sales integration engine defines at least one of sales processing activities and sales processing steps corresponding to said generated new rules.

28. The system according to claim 27, wherein said sales integration engine selects said at least one of said sales processing activities and said sales processing steps for said generating of said sales process.

29. The system according to claim 24, wherein said sales integration engine analogizes based on at least similar sales process information, similar sales processing activities or similar sales processing steps located in said historical information store, in

order to generate said sales process engine if no matching sales process information corresponding to said request is located in said historical information store.

30. The system according to claim 24, wherein said sales integration engine hypothesizes based on sales process information located in said historical information store, in order to generate said sales process if no matching sales process information corresponding to said request is located in said historical information store.

31. The system according to claim 30, wherein said sales integration engine comprises at least one of a data synchronizer, a service scheduler, a service notifier and an integration configurator.